

Best Seller

Kiran Bedi Pavan Choudary



BROOM GROOM

With APJ Abdul Kalam's Message

About the Authors

Kiran Bedi is the first and was the highest ranked woman in the officer ranks of the Indian Police Service. She is a recipient of the prestigious Ramon Magsaysay Award, Asian equivalent of Nobel Prize, for revolutionary reforms in police and prisons. Kiran has been voted as the most trusted and admired woman of the country. Her two NGOs, Navjyoti and India Vision Foundation reach out to thousands daily in education and self reliance. She is an author of several books, anchors TV shows, and travels widely on speaking engagements. For more, Dr Bedi is on twitter @thekiranbedi or www.kiranbedi.com

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Media Applauds Broom & Groom :

Sweep away vices, but not under a carpet.

– **Hindustan Times**

Indians and civic sense don't often go together. That may change if our worthy countrymen take broom & groom to heart. – **The Telegraph**

Broom & Groom by proud Indians Kiran Bedi and Pavan Choudary is a collector's item. A must on every book shelf. – **Deccan Chronicle**

It addresses separate categories- students, government officials, and so on and the illustrations help make it a useful handbook for people who badly need it.

– **Times of India**

The book aims at showing people in a very tongue and cheek manner the amount of hypocrisy and small mindedness that people in general exhibit.

– **Indian Express**

Divided into two sections the book gives practical tips on appropriate ways of greeting people, communication, eating habits, use of elevator and mobiles, rules for queues, road manners, being a good teacher, student or government servant and also interaction with foreigners.

– **Deccan Herald**

The book would help in personality building, besides improving standards of civility. – **The Hindu**

With an endeavor to make the present generation aware about the rapidly falling standards of civility, this book shows how important are human values in a changing society like ours. – **Delhi Times**



BROOM & GROOM

Kiran Bedi
Pavan Choudary



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Books from Wisdom Village (Publication Division) envision to enhance and enrich their readers with life changing experiences from the business, mind, body and soul genres. They strive towards holistic development.

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A Message from APJ Abdul Kalam

“Broom & Groom” written by Kiran Bedi and Pavan Choudary is a wonderful experience for me to read every page. Each page in the book is useful to improve the way of life. This book shapes the life with fine grained civic sense in a simple and meaningful way. Civic sense is an important factor in everyone's life. This book is an excellent publication, where the authors have brought out basic manners and etiquette. The focused areas of this book are hygiene and grooming. It covers manners and etiquette right from greeting a person, communication, use of elevators and mobiles, rules for queues, road manners, interacting with domestic staff, being a good teacher and also a good student. Keeping good hygiene has been brought out very nicely. The question and answers are very informative and educative.

I liked the “Grooming Googly” at page 132 regarding gifts from the public. It says, “the best way is to appreciate the gesture but decline the gift. You will not feel obliged in any way and will stay focused on the task at hand”. Another important message that I liked very much, which normally many of us simply ignore, is depicted with the picture at

page 150 - “Regularly De-Clutter your office”. These kind of simple gestures are depicted beautifully throughout the book and it attracts the reader.

Every citizen of the nation, from all walks of life, needs to have a disciplined life. How do we imbibe the civic sense in the minds of the people is the need of the hour, so that it becomes part of their life, rather being imposed by rules and regulations. Certainly, this book will contribute to creating awareness among all in setting their own standards in disciplining their lives leading to good life, good society, and thereby a good nation.

A handwritten signature in black ink, reading 'A.P.J. Abdul Kalam', with a horizontal line underneath.

APJ Abdul Kalam
Former President of India

Section I

Grooming

Greeting Appropriately

Greetings are customary ways of acknowledging people. Many questions pop up when you are meeting someone for the first time - How do you address people, How do you address men vis a vis women, How do you address seniors or people you are meeting for the first time. Here's a ready reckoner of points to bear in mind.



Give priority to the person you are greeting

In a formal setting, when you meet a person of equal stature for the first time, prefix his surname with 'Mister'¹. In case he reciprocates similarly, continue in the same manner. However, in case he addresses you by your first name, you should also address him by (his) first name to communicate on a peer to peer basis.



When you meet a person substantially higher than you in rank or age or a dignitary, prefix his surname with 'Mister' or address him as 'Sir'. Sensitive dignitaries also often address the common citizen as 'Sir'.



When you meet a professional such as a lawyer or a doctor, it is good to prefix his name with 'Mister' or 'Doctor'. Mature professionals among them will also prefix your surname with 'Mister' especially if you are older in age.

1. Or use 'Sir', 'Madam', 'Ma'am'

In Hindi the prefix 'Shri' is the equivalent of Mister.
The suffix 'Sahab' or its cultural variants are other
forms of showing respect.
The suffix 'Ji'² connotes both respect and warmth
and the authors recommend it.



Avoid greeting in a sing song manner on receiving a
call, like Helloooooooooo.



Never address anyone as 'saale', 'abbey', or 'yaar' or in
their linguistic equivalents.



In case you need to shake hands make sure your
hands are clean and dry, else excuse yourself and do a
*Namaste/Pranaam*³.



2. Both the authors prefer 'Ji' to 'Sir' because they wish for a less hierarchical society.

3. An Indian form of respectful greeting.

Greet a person whole-heartedly. Maintaining eye contact with a person will show respect and attention. *Touch the feet*⁴ of only your parents/grandparents and maybe your revered teachers/elders. Touching feet without discretion may belittle you in others' eyes.



Depending on the time of the day
and the culture of the region,
appropriate forms of greetings should be used.



Grooming Googly

How should you address a lady whose marital status you are not aware of? 'Madam', 'Ms' followed by surname or simply avoid addressing her?

Answer – 'Madam' or 'Ms' followed by surname are both appropriate ways of addressing a lady. Avoiding addressing her is not good manners.

4. An Indian gesture of greeting showing deep respect to elders.



Handling Hierarchy

Government offices are more protocol conscious than the private sector, however some protocol has to be observed everywhere.



Do not ignore the greeting of the junior/young

When you are the Junior

When you visit a senior's room and have not been offered a seat, take your senior's permission before sitting.



Be a good listener when your superiors converse with others and speak only when spoken to, unless there is something substantial to share.



Do not leave your used tea/coffee cup on your senior's table. Remove it and keep it on a side table.



Before you leave your senior's office, place the chair which you have sat on, back in its proper place.



Leave the door open or closed upon leaving, just the way you had found it.



While walking, if you want to show respect to someone, walk at his left side, but if three people are walking together leave the middle position to the senior most and fall in step with your senior.



Grooming Googly

How should my spouse address my boss when we meet him at social get togethers?

Answer – In case your office culture encourages first name addressing, your spouse can address your boss by his first name. However, if your office culture is more formal then your spouse should address your boss by prefixing 'Mister' to his surname.

When you are the Senior

People of status should gracefully acknowledge the greeting of the junior and greet back.



While you are sitting and a visitor drops in, offer him a seat as well.



Speak to everyone with respect, immaterial of their status.



Never express anything unbecoming in the presence of your juniors. Avoid loose talk.



When you are the Senior

People of status should gracefully acknowledge the greeting of the junior and greet back.



While you are sitting and a visitor drops in, offer him a seat as well.



Speak to everyone with respect, immaterial of their status.



Never express anything unbecoming in the presence of your juniors. Avoid loose talk.



Guidelines for Both

While walking, regulate your speed to match the age and status of the person you are walking with.



As a junior, accord due respect to seniors in a sincere way without too much ceremony.



If you are a person of means and stature, do not behave arrogantly, rudely or stiffly.



Grooming Googly

My sales manager who reports in to me is several years older. How should I address him, as 'Mr' followed by surname or by his first name?

Answer – It is absolutely okay to address him by his first name in the West but since in the East, respect is accorded to age, address him as 'Mr' especially if he addresses you as 'Mr' or 'Sir'.

Social Interaction Etiquette

While socialising, the atmosphere is a bit more relaxed than at work or a formal event. This, however, does not give you the liberty to be slack in your behaviour.



Do not whisper while in a group

Be aware of the company you are in.



Keep your conversations free of malice or envy.



Do not utter frivolous stuff amongst learned men.



Do not mock or make fun of anything important.



Do not make negative remarks about others' religious
or cultural beliefs.



Always be pleasant but when it comes to serious
matters, be sombre.



Avoid laughing needlessly, as a habit, in between sentences or words.



Do not laugh at your own jokes. A joke is most impactful when you stay poker faced and the listeners laugh.



When someone else is being genuinely praised, do not try to interrupt or change the topic out of jealousy.



Do not whisper when in a group.



Give compliments when due without being superficial or hypocritical.



While giving compliments, do not undo them by
attaching a sting in the tail.



Do not condition your behaviour
based on rumours or hearsay.



Know how to hold your drink. Avoid getting drunk as
you may lose self control, and this could result in
unguarded speaking and uncivil behaviour.



Do not smoke in non-smokers' company without
their permission. Do not smoke indoors.



If you are going for a meeting after smoking, make
sure to rinse your mouth so that you do not carry the
tobacco odour.



Don't go to places where you are not sure of being welcomed. Be self-respecting.



Grooming Googly

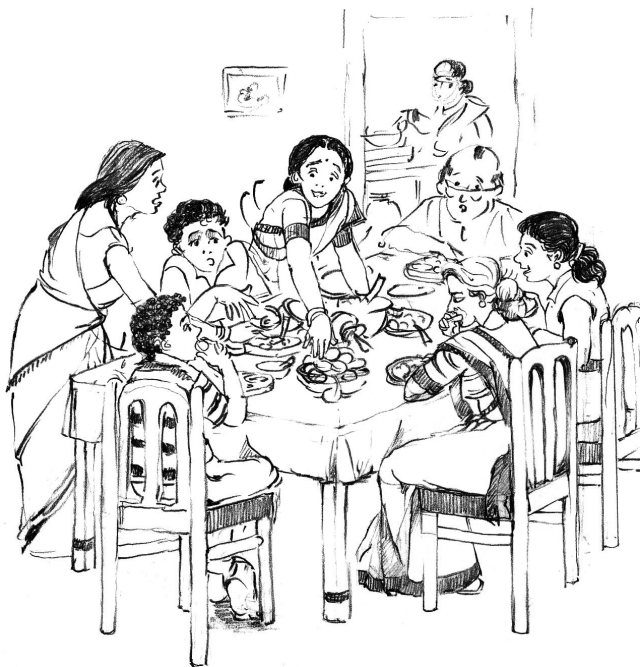
Is it fine to crack adult jokes in adult company?
It should be okay in an all adult forum, right?

Answer – It is not about the age of the people you're with, it is about the occasion and the calibre of people at the forum. Unless you are with very close friends whom you have known for several years, it is not appropriate to do so.

Dining Decorum

Eating together is both a joy and a glue for social ties.

On the other hand ill-mannered eating can be a
nuisance and a relationship breaker.



Do not stretch or lean over the dining table

Wait for the host to direct you to your seat.



If you are serving from a buffet, ensure you do not spill food on the table cloth while serving.



Do not heap your plate with food. Remember you can always take another helping.



At a formal setting, avoid eating by hand. Use cutlery instead so you don't soil your fingers with food.



If you are using cutlery, hold the fork in your left hand and the knife in your right. If you are using a spoon, the fork remains in your left hand while you hold the spoon in your right. If you are using the fork alone, hold it in your right hand.



While eating, do not touch serving spoons, salt and pepper bottles with your soiled hand. This will soil those surfaces which others need to touch.



While having beverages or soup, do not slurp.
Sip quietly.



If you are going to dip your food into a common sauce dish, make sure you finish that in a single bite.



Eat carefully. Try not to dip your fingers in gravy and lick them or let the food ooze out from the corners of your mouth.
Be careful that no food smears your face at any time.



Do not gobble up food in a hurry.
Eat medium sized morsels rather than stuffing big morsels in your mouth.



Swallow the food you are chewing before opening your mouth for the next morsel else it is unsightly.

While eating, make sure the food on your plate does not appear messy.



If you require a helping from a dish which is not close at hand, request the person closest to it to pass it to you. Do not stretch or lean over others to reach it.



Always use the clean hand to pick the glass of water. Smudged glasses are a visual annoyance.



Do not cough, scratch or blow your nose at the dining table.



Appreciate the food and your host's hard work. Never be critical about the food.



If others talk at the dining table, be attentive but do not talk with your mouth full.



Don't spit out fruit on your plate and don't throw seeds under the table.



Do not try to clean your teeth with your nails at the dining table. Use a tooth pick discreetly and cover your mouth with the other hand while using it.



Do not burp or belch at the table.
When someone burps or belches,
it leaves a bad taste in everyone's mouth.



After eating, do not use your glass of water as a finger bowl or your plate as a basin to wash your hands.



Do not rinse your mouth in presence of others.



Grooming Googly

If I do not like a dish, I don't have a choice but to leave food on my plate. How should I manage that?

Answer – The trick is to serve a small taster sample of dishes you are not sure of so that you do not end up wasting any food.



Elevator Etiquette

Elevators are narrow shared spaces. Hence you are required to show special consideration for the others while using them.



Do not ogle at co-passengers in the elevator

Do not wait just in front of the lift door.
Stand a few paces away.



Wait for everyone in the lift to come out
before getting in.



If you are the first one to get into the lift, go right at
the back to accommodate everyone else.



Use clean hands to press the lift buttons.



If the lift is crowded and you are standing away from
the lift buttons, request the person standing near the
panel to press the floor button for you. Do not lean
over people to do so yourself.



Do not ogle at co-passengers.
Avoid speaking loudly in the lift.



Do not eat, drink or smoke in the lift
and leave behind rubbish.



If the lift is too full, wait for the next one rather than
squeezing in and overburdening it.



If you are carrying several bags, wait for the next lift
so that you don't have to inconvenience
those who are in the lift.



Grooming Googly

If I am right at the back and need to get off first,
what should I do?

Answer – Politely say 'excuse me' and make your
way out quietly without pushing or jostling.

Mobile / Internet Must-Do's

Mobiles / Internet provide the convenience of connectivity. However they can become intrusive if not handled with care.



Do not use your mobile phone when in company

Do not use a loud and irritating ring tone.



Do not use your phone when in company. Keep it on an unobtrusive mode. Vibrations also distract people so if you have to use that mode, keep your mobile tucked away. If necessary, take your call with permission and try to keep the call short.



Do not use your mobile in hospitals or libraries.



When you call someone for the first time, first identify yourself by sending a text message and ask for a good time to call.



Do not call people during odd hours or on holidays.
In case it's urgent, text.



Don't make or receive official or important calls from playgrounds or noisy places. Find a quiet spot first.



Avoid eating while speaking on the phone. If someone calls you while you are eating, excuse yourself and ask if it is alright to eat while you speak.



Speak softly while using the mobile.



Avoid discussing personal matters in public transport such as buses and trains. It is annoying for people to overhear your personal conversations.



Do not talk on your mobile while commuting with others in a car. It is rude to subject other passengers to your conversation.



Do not make calls from your mobile in common areas or passages of buildings. They disturb people in the rooms around the passage.



Do not send text messages when you are with others. It is rude to do so unless you excuse yourself.



Mobiles, these days, have in built cameras and recorders. Do not misuse this facility.



Do not forward unnecessary messages. This applies to emailing as well.



Do not spread rumours nor gossip on blogs or social networking sites like twitter, facebook etc.



Do not put others' photographs on your webpage
without their consent.



Grooming Googly

Is it appropriate to make and receive calls in
cinema halls? A lot of people do it so why
shouldn't I?

Answer – By doing so, you are spoiling the cinema
experience for others. It is an absolute no-no and
you should discourage people from doing so.

Section 2

Brooming



Rub, Scrub & Trim

If you look scruffy and unkempt, you are not doing yourself a favour. Run a checklist on yourself before you step out of the door.



*Do not forget to trim your nasal hair,
hair at the ears or at back of the nape*

Both men and women should keep their hair clean and tidy. Short hair is appropriate for men. Women should keep their hair neat and in place.



Keep your nasal hair, hair at the ears or back of the nape well-trimmed.



Rinse your mouth well after meals or pop in a mint so that your breath smells fresh.



Make washing your hands a habit. Before eating, after eating, after touching dirty surfaces and certainly after visiting the washroom. If for some reason this is not possible, keep a hand sanitizer handy.



Overgrown nails create a bad impression. Nails should be cut and clean and well-manicured.



Keep the heels of your feet clean. Cracked and dry heels do not give a well-groomed image.



There is always an appropriate dress for every occasion – dress to suit the occasion.



It is not important to follow fashions and buy expensive clothes but always ensure you wear clean and well-ironed clothes.



Be modest in your dressing. Do not dress with the sole purpose of attention-seeking. However if you can wear clothes which are impactful without being gaudy, do so.



Do not wear accessories that jangle loudly
or distract people. Strong-smelling perfumes
also should be avoided.



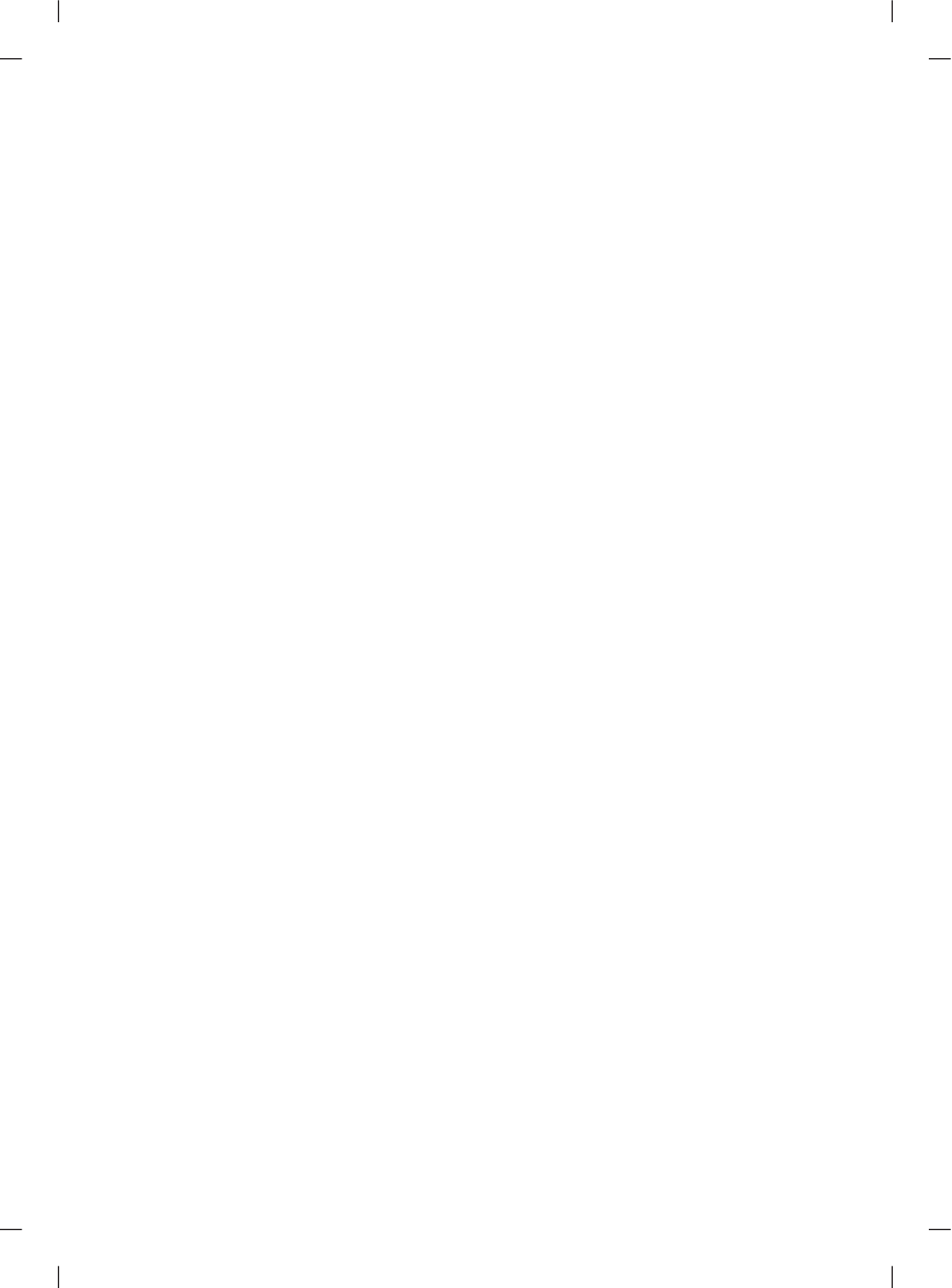
At any formal gathering men should avoid wearing
collarless T-shirts, slip on sandals and sandals which
reveal the toes.



Sweeping Question

I like to dress up in Indian ethnic clothes. Is that
appropriate in business circles in the West?

Answer – The western business culture regards
open shoes and long tunics inappropriate so dress
accordingly.



Day to Day Decency

Some bad habits can annoy people. Be conscious of such habits and correct them.



Do not touch private parts of your body in public

While speaking, do not turn your back on others.
Always face the person/s you are talking to.



Do not pick your nose in public. In case you need to,
use a tissue paper in private instead of using your
fingers. Do not dispose off the snot under the chair or
blow your nose on the street. Use a tissue.



When you speak, do not spray the listener
with your saliva. Also if you suffer from bad breath,
use a mouth freshener.



If you cough, sneeze, sigh, belch or yawn,
do it quietly and follow it with an 'excuse me'.
Do not speak while yawning, instead cover your
mouth with your hand and turn aside.



Don't chew your nails.



It is not appropriate to touch private parts of your body nor ogle at others'.



Avoid excessive use of hand gestures as it can cause stress to others.



When you are in company of others, do not sing or hum to yourself; do not drum your fingers or feet; do not shake your legs.



Do not make faces in public, like puffing up cheeks, showing your tongue, rubbing hands or stroking or playing with your lips, biting or pursing them.



Do not walk on if your companions have stopped for some reason. Wait for them to catch up with you.



Do not remove your clothes when others are around you nor answer your front door half-dressed.



When half-dressed, do not walk around the house as it can embarrass others.



Do not conspicuously lift the back of your kurta/ long shirt before sitting down.



Do not continue to sit when others are standing. If you are seated and a pregnant lady or an old person comes along, offer your seat to them.



In the presence of ladies, do not wink.



Be aware of your snoring and get treated for it.



Be aware if you get phlegm and get treated for it.



Sweeping Question

My neighbour keeps the TV volume very high especially late in the night. How should I approach him with my problem?

Answer – The best way is to drop off a note through his letterbox saying that your sleep gets disturbed because of the TV volume. Make sure the tone is polite. Avoid playing tit for tat or being confrontational.

Civic Sense in Offices and Public Places

When you leave your home, you become a member of the public. You should follow your civic sense and a proper code of conduct in public places like parks, cinema halls, shopping malls, hospitals or streets.



Do not take off your shoes/socks while in office

Do not touch the glass door with the palms
of your hands as they stain the glass surface.
Always use the door handle.



Do not lean against the wall or dirty the wall
with the soles of your shoes.



Do not soil the lid of the bin while using it.



Do not throw your paper cup into the dustbin while
there is still some drink left in it. This drink could
splash around the bin making it difficult to clean.



While in office or an official gathering,
do not take off your shoes.



Avoid eating paan (betel leaf) in office. If you have to, then do not spit paan on the walls, dustbin etc.



Remove the polythene covering from your new furniture/car seat completely. It is unhygienic to use it with it on.



Before leaving office make sure your computer and printer are switched off and duly covered. De-clutter your office on a regular basis.



Sweeping Question

Is it okay to smoke while waiting at a bus stop?

Answer – Even though you are outdoors technically, you are amidst people. You must be sensitive to that and not subject them to passive smoking. If you must smoke, stand at a significant distance so that the smoke does not bother others.

Bathroom Hygiene

Bathrooms are true indicators of your concern for hygiene. Take extra care to keep them germ-free and fresh smelling.



Soiled urinals cause serious inconvenience to others – Download fully into the urinal

Be careful while washing your face and hands.
Do not splash water outside the sink or on the mirror.
If the surfaces get wet, wipe them dry as a courtesy
to the next user.



When you rinse your mouth after eating,
do not leave the remnants of food in the sink.



Wipe your hands after washing up. Don't leave the
tap knob or door knob wet.



When using a bathtub, make sure the shower curtain
is drawn inside the bath tub so that water doesn't
spill out to the floor.



After having a bath, keep the toiletries used back
in their proper place.



Lift the commode seat before defecating. Do not soil the commode. Clean properly after use. Close the toilet lid while flushing as germs from the commode splash outside contaminating other surfaces and toiletries.



In public lavatories, men must take care not to let drops of urine fall outside the urinal. This makes the floor soiled and difficult for others to use besides making the lavatory stink.



Don't leave the mopping stick's mopping end on the floor after use. Either let it dry completely in the sun or place it in a tub with some disinfectant.



Sweeping Question

What all should a well-equipped office bathroom have?

Answer – Stock your office bathroom with toilet paper roll, a box of tissues, hand wash, clean hand towel, bathroom freshener and ensure there's a dustbin with a lid.